Access
News on WCB products, programs, and services
March 2005

Faster, easier info solution

New Online Claim Cost Statement application is coming soon

This spring, employers will be able to access a new online application to obtain information about benefits paid on WCB claims.

The Online Claim Cost Statement application will provide a breakdown of monthly compensation benefits paid by the WCB on behalf of current and former workers of a firm. Currently employers who have workers with claims can receive these statements only by mail.

Claim cost information is of interest to employers because these costs are a factor in calculating their experience rating. Like the paper version of the statement, the online application will provide the claim number, the month and year of injury, the name of the worker receiving benefits, the payment period, and the classification unit to which the claim cost is assigned.

Employers who sign up for this online service will be able to access their claim cost information at any time, either in a read-only document format, which they can print and save for their files, or in a downloadable file, which they can load into a spreadsheet or custom application for statistical analysis. The service retains a 30-month history of claims.

The application will reside on a secure server at **worksafebc.com**. That means employers who want online access to claims data must first sign up for online services then request access to the application. These security measures ensure strict confidentiality of all claims information.

The Online Claim Cost Statement application will join a growing list of Internet business services available to employers through the WCB web site. For a complete list of services available now, visit **worksafebc.com**.

Meet the WCB's new mascot

WorkSafe Sam takes health and safety messages to the public

What's green and charming and promotes workplace safety? It's WorkSafe Sam, the WCB's new mascot. Designed to spread health and safety messages to new audiences around B.C., WorkSafe Sam will be attending community events and other venues to raise awareness of workplace safety issues among people of all ages. WorkSafe Sam made his public debut to 300,000 spectators at last fall's Santa Claus Parade, which ran through downtown Vancouver.

"People need to understand health and safety in many contexts, and WorkSafe Sam resonates well with kids and families," says Scott McCloy, director of communications at the WCB. "Children will grow up to be workers, and families influence safe behaviours, so we need a greater emphasis on health and safety culture at an early age."

As part of the WCB's campaign to drive social change and reduce the incidence of workplace injury and illness, WorkSafe Sam comes complete with workplace safety gear, and will eventually be customized to appeal to those in a variety of industries.

Later this spring, the mascot will also be going virtual, so you will be able to download the animated character directly onto your desktop to receive periodic pop-up safety messages. Stay tuned to **worksafebc.com** for updates on WorkSafe Sam's live and virtual appearances.

New resource for small businesses

The WCB, in partnership with the Canadian Federation of Independent Business (CFIB), has developed a new resource to help small businesses work more effectively with the WCB. The *Small Business Primer: A Guide to the WCB*, available in hard copy and online, was developed in consultation with small businesses and provides information tailored specifically to their needs.

"This is a very important partnership," says Terri Holizki, the small business industry services manager, "and will help us get the information out to small businesses by using key groups like CFIB members and employer advisers to assist in distribution."

The guide includes information on everything from registering with the WCB to preventing injuries, to reporting accidents and filing claims. It also provides contact lists, checklists, and key definitions.

Small businesses, defined as companies with fewer than 20 employees, make up more than 92 percent of the WCB's total number of registered employers. Although the injury rate for small businesses has typically been lower than that of medium and large companies, the average cost per claim for small businesses climbed to $18,112 in 2003 from $15,488 in 2000. Small business represents 45 percent of serious injury claims, with an average of 52 days lost per claim and 26 percent of secondary claims.

Access the Small Business Primer online at **http://smallbusiness.healthandsafetycentre.org**.

Try our self-serve options

The next time you need to file your payroll report, pay your premiums, or conduct almost any kind of business with the WCB, you may want to consider the extensive self-serve options now available online and by phone.

The most widely used of these is our online clearance letter application at **worksafebc.com**. Last year, employers accessed our web site to obtain nearly half a million clearances, saving countless hours by not having to make phone calls, send faxes, or make their way to a WCB office.

On average, another 500 employers logged on each week to report their payroll or pay their premiums online. Thousands more submitted payroll information or paid their premiums by credit card using the WCB's automated phone system.

And our list of online services is growing; you'll soon be able to view and print Claim Cost Statements online (see cover story) or download files which you can manage in your own accounting applications.

The jobs in the above list are services now available to employers on the WCB web site (in addition to registering your firm with the WCB, you can now manage most aspects of your account over the secure online screen. Other useful services permit you to file incident and injury data, and first aid or accident reports; check the status of your claims; estimate your experience rating for future years; use the small business safety calculator; view rate information letters; or file a notice of project when required by the Occupational Health and Safety Regulation. You can even submit job opportunity information to our Vocational Rehabilitation Program.

To see what services are available online, go to our home page at **worksafebc.com** and select "View all available services" under WorkSafe Online Services. For more information about our automated phone services, call **604 244-6181** or toll-free **1 888 922-2768** and listen to the menu of self-serve options.

Keep your account information up to date

Have you changed the way your firm operates? Are you doing business in a new way? Have you moved? Let us know.

Changing your business operations may result in a new classification or a different rate. If you close your business or change your company's name, address, operating location, or type of operation, please contact the Employer Service Centre at your earliest convenience. You can reach the Employer Service Centre from 8:30 a.m. to 12:00 p.m. and 1:00 p.m. to 4:30 p.m. (PST), Monday through Friday, by calling **604 244-6181** or toll-free at **1 888 922-2768**.

If you're changing your firm's contact details, you can also update your account information online.

Visit **worksafebc.com** for details.

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This newsletter is also available electronically on the WCB web site at **www.worksafebc.com/publications/newsletters/access/**.

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WorkSafe

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